

Individual Income Tax Electronic Filing Frequently Asked Questions

1. What is the Kentucky Free File Alliance?

The Kentucky Free File Alliance is an agreement between the Kentucky Department of Revenue and several software companies to provide free online services for qualified Kentucky taxpayers. Any software company may participate in the alliance. Each company determines its own free filing offer. Use the links provided on our website to review offers and link to the company webpage whose offer you qualify for.

2. Do these offers apply to my federal and Kentucky returns?

Yes. The companies listed on the Kentucky website have offers that pertain to the federal and Kentucky returns. You should review the offers on the Kentucky website first if you wish to use free file for both returns. There are more offers available for the federal return in IRS.gov but not all of them offer the Kentucky filing as well.

3. Should I use the links provided on the Kentucky website to enter these free file sites?

In some cases, in order to get the free file offers for the federal and state returns, you **MUST** use the link provided on the Kentucky website. This is clearly identified in each company's offer on the free file page.

4. I electronically filed my return. How do I know if my return was received by the Kentucky Department of Revenue (KDOR)?

You will receive an acknowledgement of receipt from KDOR. Please do not confuse this acknowledgement with the one you receive for your federal return. You will receive an acknowledgement for each return. You should receive it within 48 hours of receipt unless your return needs further review.

5. I filed my federal return but did not file my state return at the same time. Can I go back and file my state return at a later time?

Yes. KDOR accepts what is called a state only return. Using the same software package you used to prepare and transmit your federal return, you can transmit your state return. Since the federal return is required with all electronic filed state returns, you must use the same software package used to create your federal return.

6. I received an acknowledgement from Kentucky stating my return was rejected. Can I resend my state return?

Yes. You can make corrections to the state return, if rejected by KDOR, and retransmit that return as a state only return using the same software package you used to file your federal return.

7. I filed my federal and state returns at the same time and my federal return was rejected. Did KDOR receive my state return?

No. If you file both returns at the same time and the federal return is rejected, the state return is never sent to KDOR by the IRS. You must correct the federal return and retransmit both returns.

If you receive an acknowledgement from the IRS stating your federal return is rejected, you will not receive an acknowledgement from the KDOR because we never received the state return.

8. I requested a direct deposit of my state refund. Where can I find this data on my tax return?

When you print your return from the software package, Kentucky Form 8879-K will contain the routing and account number information you entered as your direct deposit information.

9. How long does it take to receive my refund if I file electronically and use direct deposit?

You should receive your refund with 7 to 10 days if your return processed error free. If we find errors on the return, we will correct the amount of the refund and issue you a paper check detailing the reason for the adjustment. It is very important to make sure you use the correct mailing address, including apartment number, as that is where your check will be mailed.

10. I filed my return and requested a direct deposit but it has not shown up in my bank account. How long should I wait before contacting the KDOR? Who should I contact and what information will I need when I make the call?

The first thing you should do is contact your bank to see if your refund was deposited. Ask them to review your account back to the date you filed your return. If they cannot locate the direct deposit, call KDOR.

Depending on the time of the year, it could take longer to process your return because of the volume of returns received. If you have not received your direct deposit within 21 days, contact Taxpayer Assistance at (502) 564-4581. Please have your 8879-K form available as we will ask you questions concerning your account numbers. We cannot give this information over the phone, only verify the data you provide. If the deposit was returned to us for invalid account information, we will issue a paper

check refund. This could take 4 to 6 weeks so it is very important that your routing and account numbers as well as the type of account you are depositing the refund into be correct.

11. I had a balance due on my tax return for Kentucky and requested a direct debit of my balance due. Will this be withdrawn on the date I select?

KDOR will not begin to process your debit request until the date specified when your return was filed. It could take up to 2 weeks after that date before your account is debited. If you select April 15th as your debit date, your payment will be treated as timely even though it is not withdrawn from your account on that day. Payments can be scheduled until the April 15th deadline for any return filed prior to that date. After April 15th, we will begin the payment debit process once your return is accepted. No scheduling of payments is available after April 15th.

Note: All debit payments are considered received on the date the debit was requested even though there is a delay when withdrawn from your bank account.

12. I filed my return in February and requested a direct debit of my balance due on April 15th. My account was closed in March. What should I do?

You should contact the KDOR so we can stop processing of the payment. You will need to make other arrangements for payment of your balance due; check, money order or visit our website for other electronic payments options.

13. I filed my Kentucky return and had a balance due. When will I receive a notice from KDOR?

Kentucky does not mail out any notices of tax due prior to April 15th. If you have a balance due on an electronically filed return, you can use form 740-V to make your payment. Please make sure the social security number matches the number provided on your return so we can credit your account correctly. Any payments received will be applied to your balance due. If you still have a balance due after April 15th, KDOR will issue you a notice of tax liability.

14. I am a part year resident of Kentucky. Can I electronically file my Kentucky return?

No. Electronic filing for Kentucky is limited to full year Kentucky residents.

15. My electronic return was accepted by KDOR and processed. I received additional tax information after I filed that needs to be reported. What should I do?

You will need to file an amended return, Form 740-X, adding the additional income to your Kentucky return. Make sure you attach all additional documentation to support your changes. Please allow up to 6

months for processing. This form cannot be filed electronically. Please mail return to the address located on the bottom of page 2 of Form 740-X.

16. Why does the Department of Revenue ask, on Form 8879-K, if my direct deposit is going to an international account or if my debit is coming from an international account?

There are new international payment transaction rules concerning foreign account transactions. The Department of Revenue, at this time, is not able to process an international transaction request. If you answer either the direct deposit or direct debit question on Form 8879-K yes, indicating a foreign account transaction, the Department will not be able to process the request. Most tax software will not transfer the deposit or debit information to the Department and give you a message before you transmit the return.

However, some software will transfer the information you provided. If that data is transferred, your direct deposit request will be rejected and a paper check issued to the address on the return. Your direct debit request will be rejected and we will send you a letter alerting you that another form of payment is necessary.

17. I went to a tax preparation office to have my taxes completed and have not received my state refund. Should I contact the Department of Revenue?

That depends on how the refund was processed. If you received a refund anticipation loan from the tax preparation firm, your refund will be deposited into their account and you will need to first contact your preparer if you have questions regarding your refund. If your refund was going directly into your bank account, see question #10 above.

If you have any additional questions, you can contact the Department of Revenue, Taxpayer Assistance Branch, at (502) 564-4581.